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In what situations is a refund not possible?

Customer Support - 2020-10-20 - in WhatsYourPrice

We will not refund credits if:

- The user you contacted has an active (i.e. not deactivated) profile and simply chooses not to respond to your message. Credits open up the possibility of communication but are not a guarantee that a user will respond or go on a date with you.
- You have already exchanged messages with the user.
- You provide to or receive from the user any personal contact information (including but not limited to phone numbers, email addresses, chat screen names, social networking pages, personal websites, home/business addresses, etc.).
- You have gone on a date with the user.